GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3602
ANSWERED ON:07.08.2002
COMPLAINTS IN POSTAL DEPARTMENT
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of complaints registered by customers in Postal Department during each years for 1996-1997 to 2000-2001;

(b) the nature of such complaints; and

(c) the steps taken/being taken to redress the grievances of the customers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. S PASWAN)

(a) The Department of Posts has received the following number of complaints by customers all over the country during each year for 1996-97 to 2000-2001.

YEAR	NUMBER OF COMPLAINTS RECEIVED
1996-1997	7,12,718
1997-1998	7,74.021
1998-1999	8,13,063
1999-2000	8,14,260
2000-2001	7,87,601

(b) The complaints are usually against operational deficiencies and human failure in providing posts services to the customers.

(c) As soon as the complaint is received, it is immediately got enquired and efforts are made to resolve the grievance within the shortest time possible and to remove bottlenecks, if any. As an ongoing mechanism, the following steps have been taken for the prompt settlement of complaints.

i) Constant monitoring over the disposal of pending complaints at the Headquarters by an officer of Joint Secretary level.

ii) Critically analyzing the performance of the field units through the Quarterly Statements.

iii) Launching of periodic drives in the fields of money orders, Savings Bank/Cash Certificates and Registered articles to have prompt settlement of complaints and to plug loopholes.

iv) The duty of an officer has been assigned in the field units to ensure prompt delivery/payment of Registered articles/money orders.

(v) Time limit for redressal of public grievances has been revised and reduced by half for the prompt settlement of complaints.

(vi) Use of modernized technology, fax and telephone is made for the prompt settlement of complaints.

(vii) Setting up of computerised Customer Care Centres for prompt and rational handling and disposal of complaints.230 such Centres have been set up by the end of 31.3.2002.